University of Colorado

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EMPLOYEE SERVICES

SkillSoft 7.3 System Requirements and Supported Browsers

HARDWARE REQUIREMENTS
SkillSoft supports the minimum hardware specifications for all supported operating systems.

SUPPORTED OPERATING SYSTEMS	NOTES
Microsoft® Windows® operating system versions	• Microsoft Windows Vista • Microsoft® Windows XP. • Microsoft® Windows 7 • Microsoft® Windows 8 • Microsoft® Windows RT Special Note: Excludes Windows NT
Macintosh OS® X™: 10.5.8, 10.6.8,10.7.5, 10.8.5, 10.9.2, 10.10, 10.10.1, and above	• Version 10.6 32-bit kernel is supported. Mac OS X JRE Support: All Skillsoft product releases support the latest fully released version of the Oracle JRE. Skillsoft does not formally support any JRE that has not been fully released by Oracle. If issues with a specific Oracle JRE occur, the problems are analyzed to determine the best course of corrective action.

SUPPORTED BROWSERS (minimum versions)	
Windows:	
Internet Explorer: **Skillport 8** • Internet Explorer 8 **on Windows 7 only** • Internet Explorer 9 or later is recommended **SkillPort 7.x** • Internet Explorer 8 or later	**Special Notes**: • Internet Explorer 8 may hinder performance and result in minor visual problems. • SkillPort 8 users on Windows XP must use Firefox or Chrome. • Internet Explorer is not supported on Windows XP on SkillPort 8.
Firefox: • Version 31 or later	
Chrome: • Version 29 or later	**Chrome Users:** Chrome Update 42 may cause various issues with Skillsoft products, please click here for details and troubleshooting information
Mac OS X:	
Safari: 5.1.8 or later • Safari on Windows platforms is not supported. • Live Learning is not supported on Safari. • ILT is not supported on Safari for SkillPort v7.2 and earlier**.**	**Safari 5.1 Known Issues**: There are known issues with Safari 5.1 that cause content playback issues in the SkillSoft Course Player. These are not player issues and have been reported to Apple Corporation. • The scroll bar does not work and cannot locate the correct key letter position (CR 103109) • Cannot input text into a text field. (CR 103698)

Supported HTML5 Browsers for Java-free Mode:	
Note: Accessing platforms, players or content from an HTML5 browser does not guarantee a Java-free experience.	
Windows: • Internet Explorer 9 or later • Firefox 31 or later • Chrome 29 or later **Mac OS X:** • Safari 6 or later	

RECOMMENDED BROWSER SETTINGS	NOTES
All Browsers: • Enable browser caching. • Enable Active Scripting and Scripting of Java™ Applets • Support JavaScript™ 1.0 and Java™ 1.0.2 • Support JAR Java™ Applets • Enable Java™ Console • Accept Cookies • Set your browser display to 100% • Always disable pop-up blockers to use SkillSoft. **Internet Explorer version-specific:** • Enable native XMLHTTP support in IE 7 or later. • Enable 'Allow META REFRESH' in IE 6 or later. • Enable ActiveX controls and plug-ins in IE 6 or later.	

THIRD-PARTY SOFTWARE AND PLUG-INS	NOTES

Minimum Requirements for Plug-Ins
• Adobe Connect® 9.1 (for Live Learning courses)
   o Requires Adobe Flash® 11.2
• Adobe Flash® 8.0 or later
   o Windows systems using Firefox require Flash 8.0 or later
   o SCP 7.x on Macintosh requires Flash 8.0 or later to play narrated content.
• Adobe Reader® 10.0 or later
• FileOpen® Plug-in (for student guides)
	The listed plug-ins are not required in all instances; their use depends upon which SkillSoft Products and content items are used.

Note: You must have Java enabled on your browser to launch the SkillSoft courses, videos and simulations.

ORACLE JAVA RUNTIME ENVIRONMENT™ (JRE support)	
Oracle JRE™ with installed JVM™ (Windows): • **6.0:** 1.6.0_25 and later updates • **7.0:** (1.7.0) and all updates • **8.0:** 1.8.0 and all updates **Oracle JRE™ with installed JVM (Mac OS X):** • Mac OS X 10.5.8 with Oracle JRE v1.5.30 • Mac OS X 10.6.8 with Oracle JRE v1.6.0_51 and v1.6.0_65 • Mac OS X 10.7.5 and above with Oracle JRE v1.6.0_65 and above	

Java Downloads for All Operating Systems: http://www.java.com/en/download/manual.jsp
For Operating Systems: Windows, Mac, and Linux.

Basic Troubleshooting tips for Java issues: http://www.java.com/en/download/help/troubleshoot_java.xml

New SkillSoft JAVA Quick Reference Guide:
http://documentation.skillsoft.com/en_us/print/Java_Quick_Reference.pdf

WEB ACCESSIBILITY	**NOTES**
SkillSoft supports the Java Accessibility Bridge to ensure that its courseware can be used by individuals who utilize Assistive Technologies. Although there are many Assistive Technologies that support the Accessibility Bridge, SkillSoft tests its courseware and player with the following versions of JAWS on Microsoft Internet Explorer only: Web Accessibility is not supported for Reporting, Live Learning or Instructor Led Training (ILT), or the SkillSoft Mobile Player on smartphones. **Section 508 VPAT:** Voluntary Product Accessibility Template-SkillSoft Courseware with Course Player 7.11 (June 23, 2014: http://documentation.skillsoft.com/en_us/print/SCP_7_11_VPAT.pdf	
JAWS® 15 and later	SkillSoft tests its courseware and player with JAWS on Microsoft Internet Explorer only.

SYSTEM MAINTENANCE SCHEDULE	**NOTES**
SkillSoft currently provides two weekly routine maintenance windows. Activities conducted in these maintenance windows may include, but are not restricted to, hardware maintenance and replacement, system patching, infrastructure enhancements, and SkillSoft software releases.	The weekly maintenance windows are: - Wednesday: 1:00 AM - 2:00 AM ET **OR** 11:00pm – 12:00am Denver time. - Sunday: 1:00 PM - 3:00 PM ET **OR** 11:00am – 1:00pm Denver time.

SkillSoft Resources:

- Employee Learning and Development (ELD) Website at: http://www.cu.edu/employee-services/eld
- Contact Employee Learning and Development at: system.training@cu.edu
- Run a browser compatibility check at: http://browser.skillport.com/bh/default.asp